

Known Issues

- There is a known issue with the Handset Audio Service (Haudio) after the Communité Server install. You will have to manually set the Authentication level to None and change the user account from which the service runs to the Communité Admin account.

An issue was found with turning message waiting lights on and off in some configurations. It is recommended that you copy and publish the following handler to prevent and/or correct this situation. For further instructions, see the *Communité 2.2 Release Notes*.

- Custom_GenerateMWIEvents.ihd
- An issue was discovered when a user would send the same voicemail to more than one person or a group with two different comments. Only the first voicemail with the comment would be delivered. Also, any comments that were being recorded were not being deleted after the message was sent. This would cause the \Work directory to slowly fill up with .wav files.

The following handlers, located on the CD in the \Additional Files\Hotfixes directory, correct this situation.

- UMIVRMessageProcess.ihd
- UMSendMessage.ihd

For further instructions, see the *Communité 2.2 Release Notes*.

Interactive Intelligence
8909 Purdue Rd, Suite 300
Indianapolis, IN 46268
+1.317.872.3000 voice and fax
www.ININ.com



Communité 2.2 Product Information Sheet

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This document provides an orientation to the contents of the Communité 2.2 product box. It also contains important information about the Communité 2.2 GA release.

Product Box Contents

The Communité 2.2 product box contains the following items:

- **Communité 2.2 installation CD.** Contains the Communité 2.2 required and optional setup programs, and additional files.
- **Telephony Subsystem Drivers and Related Software CD.** Contains software for installing on Dialogic and Aculab on the Communité Server.
- **SIP Subsystem Drivers and Related Software CD.** Contains Dialogic 5.1.1 with SP1 for installing on Communité Servers with Dialogic IPLink boards, for Session Initiation Protocol (SIP) support only.
- **Printed quick reference and user documentation.**

Installation Documentation

Communité 2.2 ships with the following installation documentation which is located on the CD. We highly recommend that you review these documents before installing Communité.

- **Getting Started Guide.** Includes detailed hardware and software requirements, pre-installation, installation, and post-installation procedures. Included as a .pdf file in the \Documentation directory on the installation CD.
- **Communité 2.2 Installation Map.** A summary of Communité 2.2 installation procedures. Included as a .pdf file in the \Documentation directory on the installation CD.
- **Communité 2.2 Release Notes.** Contains new features in the 2.2 release as well as information on telephony platform requirements and support, including SIP support. Included as a .pdf file in the \Documentation directory on the installation CD.

- **Telephony Platform Application Notes:**

- Dialogic Application Note
- Aculab Application Note
- Cisco TAPI Application Note
- SIP Application Note

Detailed instructions on installing and configuring the appropriate telephony platform hardware and software before running the Communité Server setup program. Found in the \Documentation\Reference directory on the Communité 2.2 CD.

The following documents are additional SIP configuration documents:

- SIP Topology and Call Flows Application Note
- SIP 3rd Party Component Application Note
- **Setup Online Help Systems.** Each setup program includes an online help system that can answer questions you may have during setup. At any screen during the setup, you can press the F1 key to launch the help for that screen.

Other Documentation

Explore the \Documentation directory on the Communité CD to see the entire documentation set.

Support Web Site

Visit the Interactive Intelligence Support Web site, www.inin.com/support/communitite/22 for the latest information about Communité 2.2, including service releases, hotfixes, and documentation updates.

Telephony Platform Support

Communité 2.2 supports Dialogic, Aculab, Cisco TAPI, and SIP. Please note the following information about Dialogic and SIP support at the time of this release:

Dialogic Support

Communité 2.2 contains the following new Dialogic features:

- **Support for Dialogic DM3 Voice Resource Board DM/V2400A – PCI.** Please note that as currently implemented, Telephony Services cannot detect fax tone with DM3 voice resources. Due to the manner in which voice

resources are allocated, this should not be a problem for most sites. A fix will be available in an upcoming service release.

- **Support for Dialogic IPLink boards.** Enables SIP; Dialogic SR 5.1.1 required with Service Pack 1 (SP1). For Communité 2.2 GA, support for Dialogic IPLink boards is Beta. For more information and a description of "Beta Support", see the *Communité 2.2 Release Notes*.
- **Support for Dialogic quad-span trunk board.** Not available for GA; will be available in an upcoming release.
- **Simplified setup.** Interactive Intelligence has written a "wrapper" that runs the Dialogic SR setup from the *TS Drivers and Related Software CD*, and requires minimal user input.

SIP Support

This section describes the SIP support available at the time of the Communité 2.2 GA release:

Support for AudioCodes IP boards for the following systems is GA:

- Dialogic systems with only H100 boards
- Dialogic systems with a mixture of H100 boards and ScBus boards
- All Aculab systems

Support for Intel/Dialogic IP boards for the following systems is Beta:

- Dialogic systems with only H100 boards
- Dialogic systems with a mixture of H100 boards and ScBus boards

The GA solution will be available when a future Dialogic service pack is released. For a description of "Beta Support", see the *Communité 2.2 Release Notes*.